



ACCOUNTS RECEIVABLE INVOICE PROCESSING

Module 4

Dunning Customer Accounts



DUNNING CUSTOMERS

When a customer neglects to settle their account on time and is in payment arrears, it becomes necessary to remind the customer of the outstanding debts and send payment reminders or dunning notices. Dunning is processed automatically with the dunning program. The program determines the accounts and items to be dunned, the dunning level of the account and, on the basis of the dunning level, the dunning notice to be printed. Dunning notices are printed with the print program. The data determined by the dunning program simultaneously updates the master record.

DUNNING CUSTOMERS cont.

In order for a customer to be either individually dunned or included in a dunning run for multiple customers, a customer must have a dunning procedure in their master record.

To check a customer's master data for dunning procedures, use Transaction FD03. View dunning procedures and status by clicking on the Company Code button and select the Correspondence tab.

Instructions for Transaction FD03 are covered in Module 2.



DUNNING CUSTOMERS cont.

Use Dunning procedure 0007 for the letter series advising of tax intercept and legal action.

Use Dunning procedure 0008 for the letter series advising of termination of services.

If the Dunning procedure in the customer's master data is not the procedure you desire, you must contact DFA, Office of Accounting to update the record.



DUNNING – F150

This transaction is used to determine the accounts and items to be dunned, the dunning level of the account and, on the basis of dunning level, the dunning notice to be printed.

SAP

Dunning notices Edit Goto Extras Environment System Help

Indiv.dunn.notice Dunn.history

Run on 040903
Identification donna1

Status Parameter Free selection Additional Log

Status
No parameters maintained

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Enter the Run on date and Identification.
Press enter and click the Parameter tab.

Dunning: Parameters

Run on: 04/09/2003
Identification: DONNA1

Indiv.dunn.notice | Dunn.history

Status | Parameter | **Free selection** | Additional Log

Dunning date: 04/09/2003
Docmnts posted up to: 04/09/2003

Company code: ARK to [] []

Account restrictions: Custom. account: 6000000007 to [] []
Vendor account: [] to [] []

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Enter in the Dunning date, Docmnts posted up to date, Company code and Custom. account number(s). Press enter and click the Free Selection tab.

SAP

Dunning notices Edit Goto Extras Environment System Help

Dunning: Free Selections

Indiv.dunn.notice Dunn.history

Run on 04/09/2003
Identification DONNA1

Status Parameter Free selection **Additional Log**

Field name	E.. Values	Values
BSID-GSBER	<input type="checkbox"/> 0610	
	<input type="checkbox"/>	
	<input type="checkbox"/>	
	<input type="checkbox"/>	
	<input type="checkbox"/>	
	<input type="checkbox"/>	
	<input type="checkbox"/>	
	<input type="checkbox"/>	
	<input type="checkbox"/>	
	<input type="checkbox"/>	

Under Field name, enter BSID-GSBER (not case sensitive) and your business area under Values. Press enter and click the Additional Log tab.

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The screenshot shows the SAP 'Dunning: Additional Log' screen. The title bar includes 'Dunning notices', 'Edit', 'Goto', 'Extras', 'Environment', 'System', and 'Help'. The menu bar contains 'Dunning notices', 'Edit', 'Goto', 'Extras', 'Environment', 'System', and 'Help'. The toolbar includes icons for 'Check', 'Save', 'Back', 'Forward', 'Print', 'Copy', 'Paste', 'Find', 'Help', and 'Print Screen'. The main area has tabs for 'Status', 'Parameter', 'Free selection', and 'Additional Log'. The 'Additional Log' tab is active, showing fields for 'Run on' (04/09/2003) and 'Identification' (DONNA1). Below these are fields for 'Custom. account' (6000000007) and 'Vendor account' (to). A callout box with a yellow background and black border points to the 'Custom. account' field, containing the text: 'Enter the Custom. account(s) entered on the Parameter tab. Press enter and click the Status tab.' The status bar at the bottom shows 'F150', 'sapqas', and 'OVR'.

Dunning notices Edit Goto Extras Environment System Help

Dunning: Additional Log

Indiv.dunn.notice Dunn.history

Run on 04/09/2003

Identification DONNA1

Status Parameter Free selection Additional Log

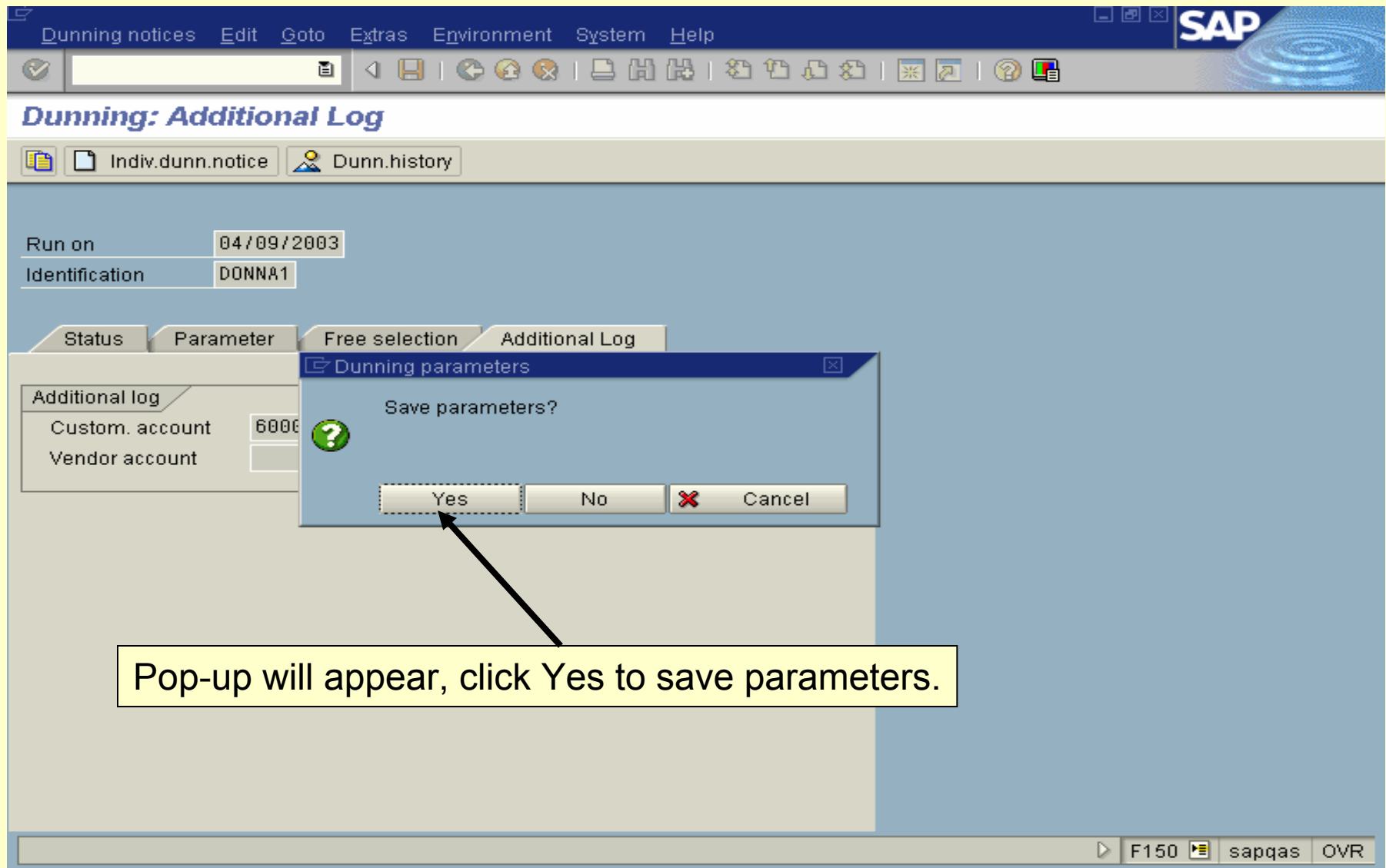
Additional log

Custom. account 6000000007 to

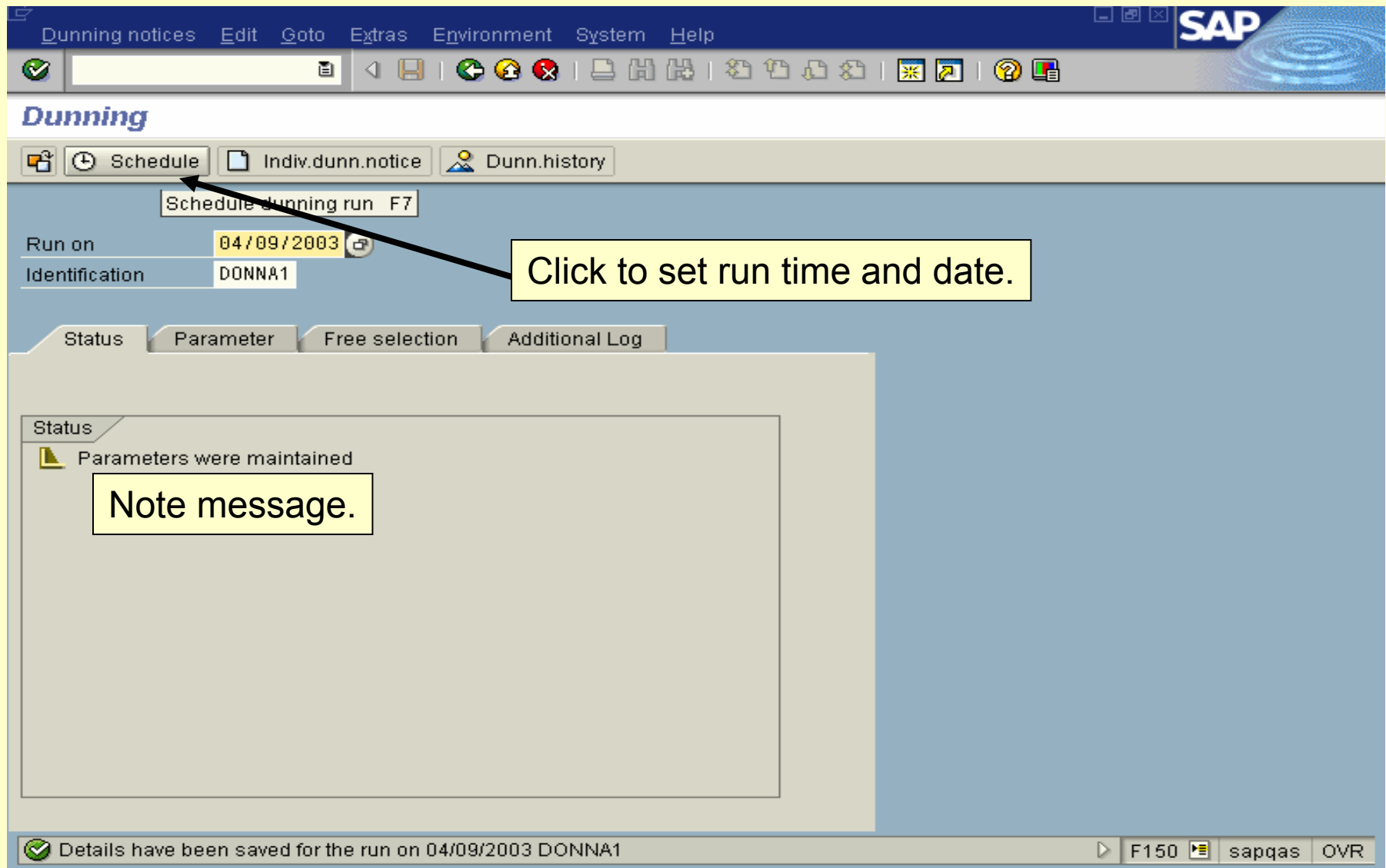
Vendor account to

Enter the Custom. account(s) entered on the Parameter tab.
Press enter and click the Status tab.

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Pop-up will appear, click Yes to save parameters.



The screenshot shows the SAP 'Dunning' transaction interface. The top menu bar includes 'Dunning notices', 'Edit', 'Goto', 'Extras', 'Environment', 'System', and 'Help'. Below the menu is a toolbar with various icons. The main area has a title bar 'Dunning' and three buttons: 'Schedule', 'Indiv.dunn.notice', and 'Dunn.history'. A tooltip 'Schedule Dunning run F7' is visible over the 'Schedule' button. Below the buttons, there are input fields for 'Run on' (04/09/2003) and 'Identification' (DONNA1). A yellow callout box with the text 'Click to set run time and date.' points to the 'Run on' date field. Below these fields are four tabs: 'Status', 'Parameter', 'Free selection', and 'Additional Log'. The 'Status' tab is selected, showing a message 'Parameters were maintained' with a small icon. A yellow callout box with the text 'Note message.' points to this message. At the bottom, a status bar shows a green checkmark and the text 'Details have been saved for the run on 04/09/2003 DONNA1'. On the right side of the status bar are buttons for 'F150', 'sapgas', and 'OVR'.

SAP

Dunning notices Edit Goto Extras Environment System Help

Dunning

Schedule Indiv.dunn.notice Dunn.history

Run on 04/09/2003
Identification DONNA1

Status Parameter Free selection Additional Log

Schedule Selection and Print

Job parameters

Start date 04/09/2003
Start time 00:00:00
Start immediately ☒
Targ.computer

Printout

Dunn.print with scheduling ? ☐
OutputDevice ascv

Schedule Cancel

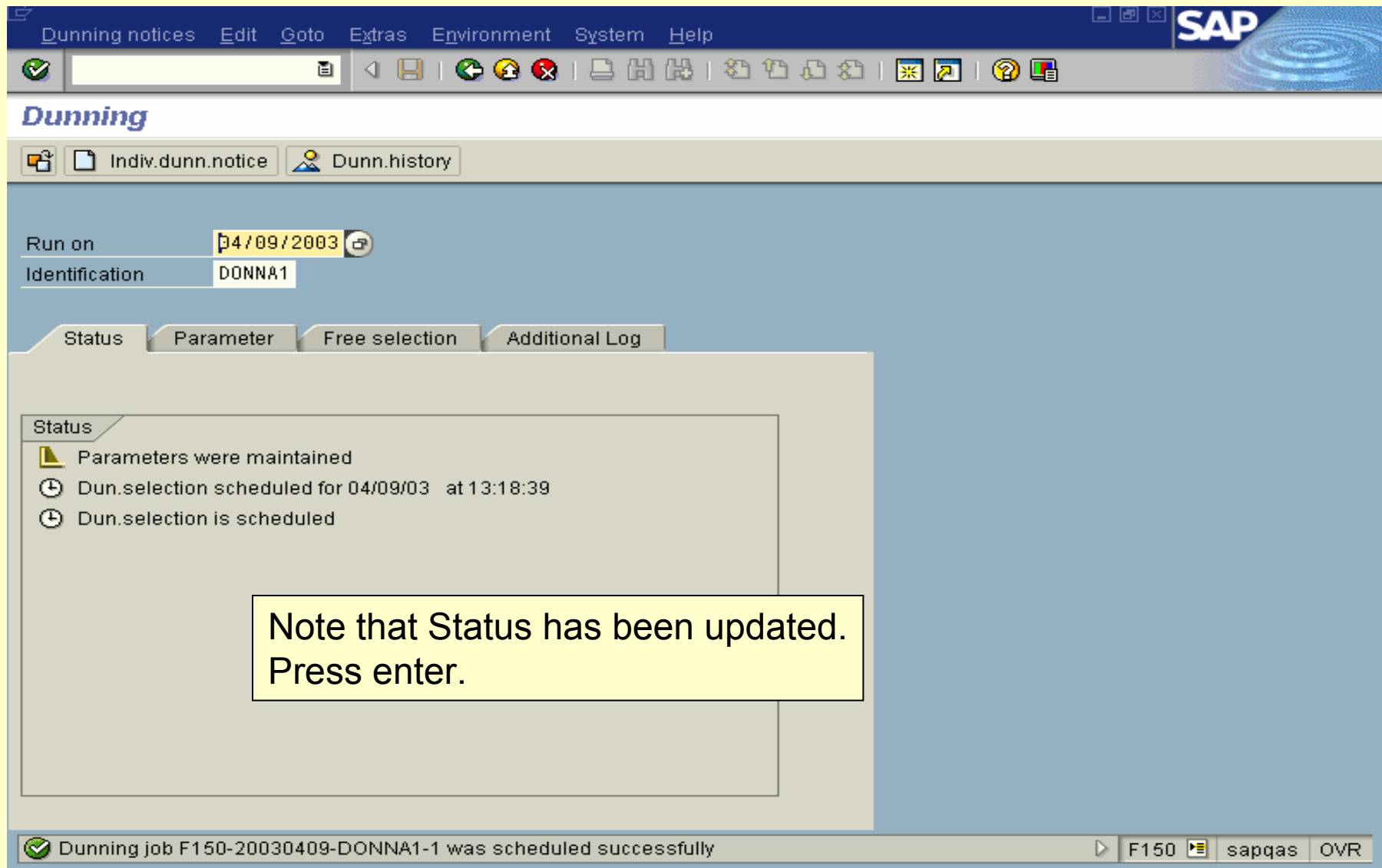
Click to schedule run.

Enter Start time or click Start immediately.

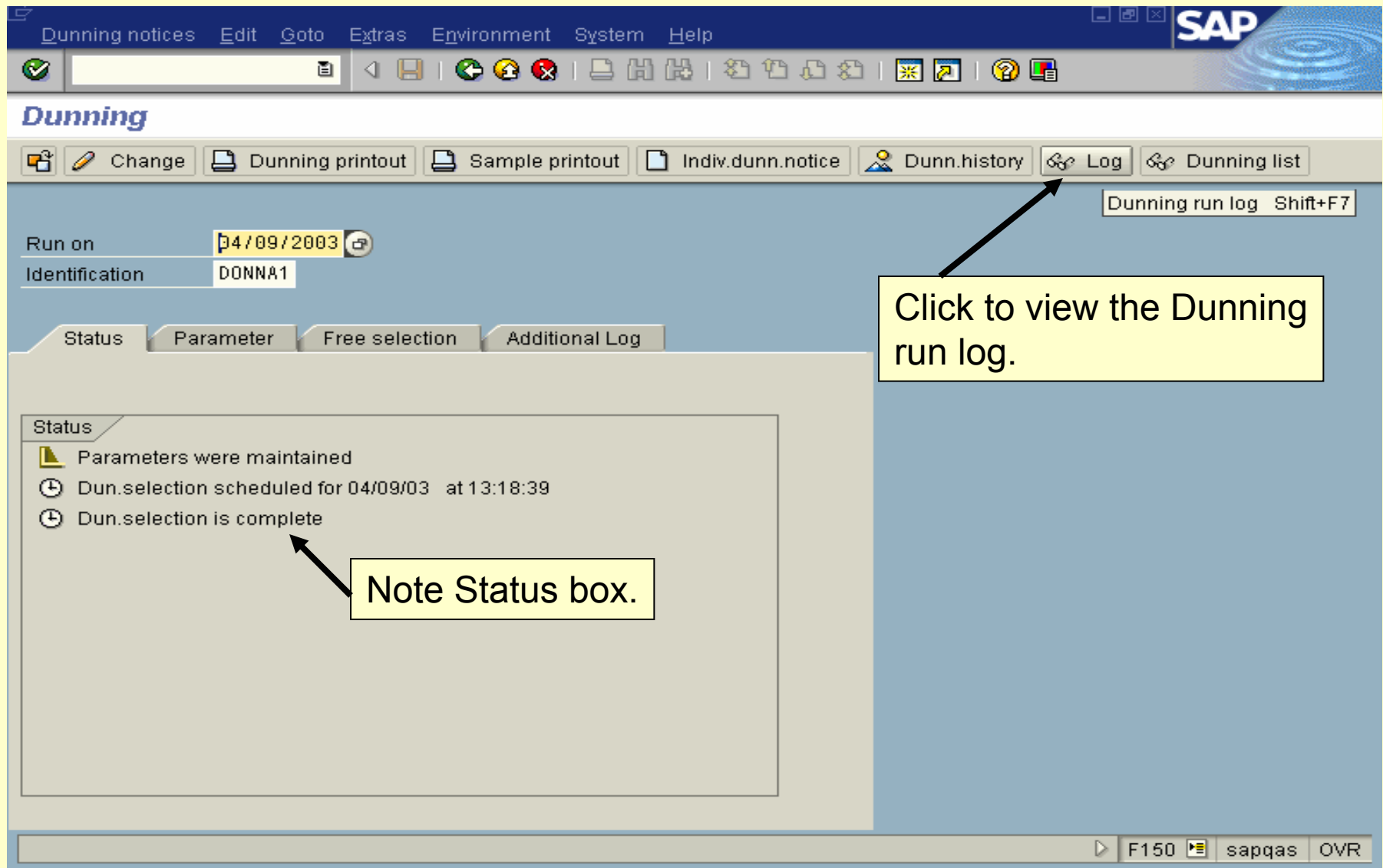
Enter printer to be used for the dunning run.

Start date will default to current date.

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The screenshot displays the SAP Dunning interface. The top menu bar includes 'Dunning notices', 'Edit', 'Goto', 'Extras', 'Environment', 'System', and 'Help'. Below the menu is a toolbar with various icons. The main area is titled 'Dunning' and contains two tabs: 'Indiv.dunn.notice' and 'Dunn.history'. The 'Indiv.dunn.notice' tab is active, showing a 'Run on' date of '04/09/2003' and an 'Identification' of 'DONNA1'. Below this are four sub-tabs: 'Status', 'Parameter', 'Free selection', and 'Additional Log'. The 'Status' sub-tab is selected, displaying a list of status messages: 'Parameters were maintained', 'Dun.selection scheduled for 04/09/03 at 13:18:39', and 'Dun.selection is scheduled'. A yellow callout box with a black border is overlaid on the status messages, containing the text: 'Note that Status has been updated. Press enter.' At the bottom of the screen, a status bar shows a green checkmark icon and the message: 'Dunning job F150-20030409-DONNA1-1 was scheduled successfully'. To the right of the message are three buttons: 'F150', 'sapgas', and 'OVR'.



Dunning notices Edit Goto Extras Environment System Help

Dunning

Change Dunning printout Sample printout Indiv.dunn.notice Dunn.history Log Dunning list

Run on 04/09/2003

Identification DONNA1

Status Parameter Free selection Additional Log

Status

- Parameters were maintained
- Dun.selection scheduled for 04/09/03 at 13:18:39
- Dun.selection is complete

Note Status box.

Click to view the Dunning run log.

Dunning run log Shift+F7

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Job log Edit Goto System Help

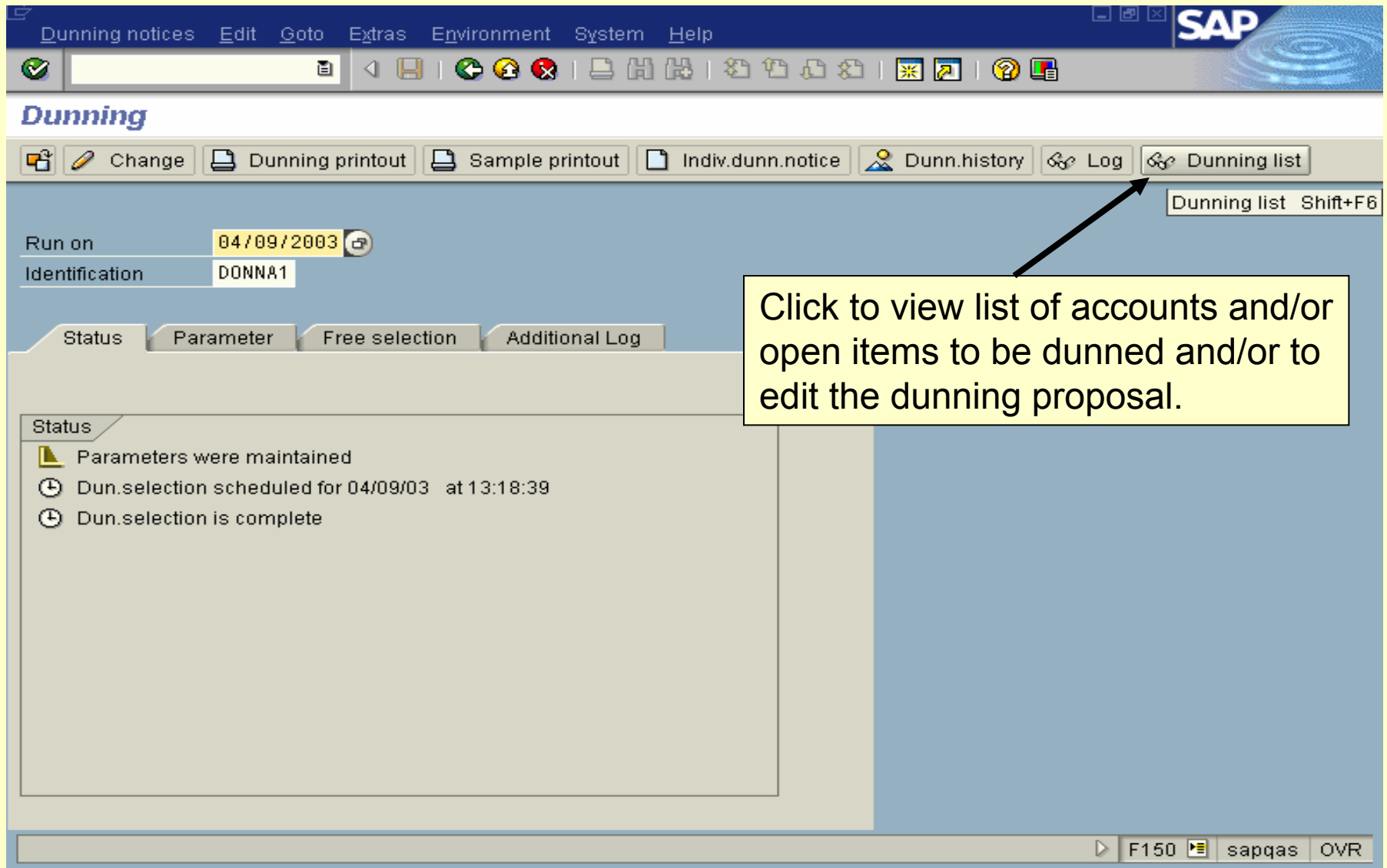
Job Log Entries for F150-20030409-DONNA1-1

Long text Previous page Next page

View log, green arrow back.

Date	Time	Message
04/09/2003	13:18:39	Job started
04/09/2003	13:18:39	Step 001 started (program SAPF150S2, variant &00000000000009, user name DCBOLANOS)
04/09/2003	13:18:39	***** Log for dunning run 20030409 / DONNA1 *****
04/09/2003	13:18:40	=====
04/09/2003	13:18:40	> Account D 0600000007, company code ARK is being processed
04/09/2003	13:18:40	> ----- Reading account data and document information ----- Phase 0 -----
04/09/2003	13:18:40	> Account D 0600000007 Document 0018000129 Line 001 excluded in parameter selection crite
04/09/2003	13:18:40	> Account D 0600000007 Document 0018000131 Line 001 excluded in parameter selection crite
04/09/2003	13:18:40	> Account D 0600000007 Document 0018000132 Line 001 excluded in parameter selection crite
04/09/2003	13:18:40	> Account D 0600000007 Document 0018000133 Line 001 excluded in parameter selection crite
04/09/2003	13:18:40	> Account D 0600000007 Document 0018000147 Line 001 excluded in parameter selection crite
04/09/2003	13:18:40	> Account D 0600000007 Document 0018000208 Line 001 excluded in parameter selection crite
04/09/2003	13:18:40	> Account D 0600000007 Document 0018000271 Line 001 excluded in parameter selection crite
04/09/2003	13:18:40	> Account D 0600000007 Document 0018000628 Line 001 excluded in parameter selection crite
04/09/2003	13:18:40	> Account D 0600000007 Document 0001000035 Line 001 excluded in parameter selection crite
04/09/2003	13:18:40	> Account D 0600000007 Document 0018000699 Line 001 excluded in parameter selection crite
04/09/2003	13:18:40	> Account D 0600000007 Document 0018000846 Line 001 excluded in parameter selection crite
04/09/2003	13:18:40	> Account D 0600000007 Document 0018000930 Line 001 excluded in parameter selection crite
04/09/2003	13:18:40	> Account D 0600000007 Document 0018001001 Line 001 excluded in parameter selection crite
04/09/2003	13:18:40	> Account D 0600000007 read items: 9
04/09/2003	13:18:40	> ----- Processing and completing dunning lines ----- Phase I -----
04/09/2003	13:18:40	> Document 0016000000/2002/001 has new dunning level 2.

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The screenshot shows the SAP Dunning interface. The top menu bar includes 'Dunning notices', 'Edit', 'Goto', 'Extras', 'Environment', 'System', and 'Help'. Below the menu bar is a toolbar with various icons. The main window title is 'Dunning'. Below the title bar, there is a toolbar with buttons: 'Change', 'Dunning printout', 'Sample printout', 'Indiv.dunn.notice', 'Dunn.history', 'Log', and 'Dunning list'. The 'Dunning list' button is highlighted with a yellow box and an arrow pointing to it. Below the toolbar, there is a section for 'Run on' and 'Identification'. The 'Run on' field shows '04/09/2003' and the 'Identification' field shows 'DONNA1'. Below this, there are tabs for 'Status', 'Parameter', 'Free selection', and 'Additional Log'. The 'Status' tab is selected, showing a list of status messages: 'Parameters were maintained', 'Dun.selection scheduled for 04/09/03 at 13:18:39', and 'Dun.selection is complete'. At the bottom of the window, there is a status bar showing 'F150', 'sapqas', and 'OVR'.

Dunning

Change Dunning printout Sample printout Indiv.dunn.notice Dunn.history Log **Dunning list**

Run on 04/09/2003

Identification DONNA1

Status Parameter Free selection Additional Log

Status

- Parameters were maintained
- Dun.selection scheduled for 04/09/03 at 13:18:39
- Dun.selection is complete

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Dunning list Shift+F6

Click to view list of accounts and/or open items to be dunned and/or to edit the dunning proposal.

SAP

Dunning notices Edit Goto Extras Environment System Help

Dunning

Change Dunning printout Sample printout Indiv.dunn.notice Dunn.history Log Dunning list

Run on 04/09/2003
Identification DONNA1

Status Parameter Free selection Additional Log

Status

Parameters were maintained
Dun.selection sc
Dun.selection is

Dunning List Variant

Program RFMAHN21
Variant name

✓ ✗

Pop-up will appear, click the green check.

F150 sapgas OVR



SAP

List Edit Goto Settings System Help

FI Dunning

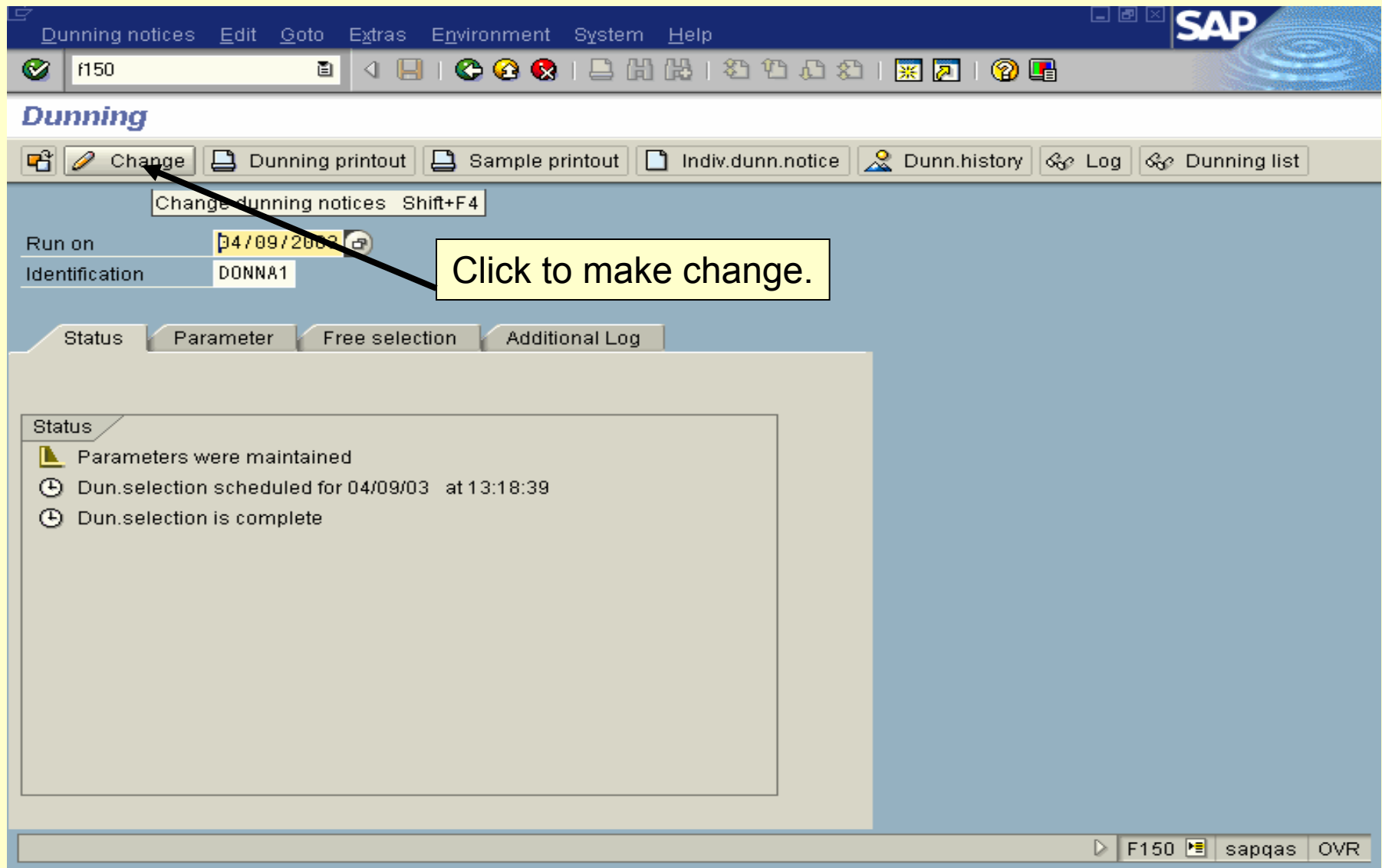
State of Arkansas Dunning list Time 13:21:38 Date 04/09/2003
Little Rock Dunning run 04/09/2003/DONNA1 RFMAHN21/DCBOLANOS Page 1

A Account	Company code	Clerk	Dunn.area	Dunn.level	Block				
Doc.no.	Year	Itm	Net due date	Arrers	Old dunLe	Dunn.lev.	Block	C	Doc. curr. amount Curr.
D 600000007	ARK					2			
18000751	2003	1	07/03/2002	280		1	X		8.73 USD
18000345	2002	1	04/13/2002	361	1	2	X		5,000.00 USD
18000038	2002	1	06/30/2002	283		1	X		106.63 USD
18000037	2002	1	06/30/2002	283		1	X		106.63 USD
18000023	2002	1	05/05/2002	339	1	2	X		29.00- USD
18000011	2002	1	06/04/2002	309	1	2	X		29.00 USD
16000002	2002	1	05/05/2002	339	1	2	X		12.00- USD
16000001	2002	1	06/04/2002	309	1	2	X		29.00 USD
16000000	2002	1	06/04/2002	309	1	2	X		29.00 USD
									5,267.99 USD

End of the list

This is a list of items that will be included in the Dunning notice.
If you wish to make a change or block an item, green arrow back.

F150 sapgas OVR



The screenshot shows the SAP 'Dunning notices' screen. The top menu bar includes 'Dunning notices', 'Edit', 'Goto', 'Extras', 'Environment', 'System', and 'Help'. Below the menu is a toolbar with various icons. The main area has a title bar 'Dunning' and a toolbar with buttons: 'Change', 'Dunning printout', 'Sample printout', 'Indiv.dunn.notice', 'Dunn.history', 'Log', and 'Dunning list'. A tooltip 'Change dunning notices Shift+F4' is visible over the 'Change' button. Below the toolbar, there are input fields for 'Run on' (04/09/2003) and 'Identification' (DONNA1). A yellow callout box with the text 'Click to make change.' points to the 'Change' button. Below the input fields are tabs: 'Status', 'Parameter', 'Free selection', and 'Additional Log'. The 'Status' tab is selected, showing a list of status messages: 'Parameters were maintained', 'Dun.selection scheduled for 04/09/03 at 13:18:39', and 'Dun.selection is complete'. The bottom status bar shows 'F150', 'sapgas', and 'OVR'.

Program Edit Goto System Help

FI Dunning

Run date: 04/09/2003
Identification: DONNA1

General selections

Account type (D/K)		to		
Company code		to		
Customer number	6000000007	to		
Vendor number		to		
Accounting clerk		to		
Dunning level		to		
Dunning area		to		

☐ Check account long text
☐ Check document long text

Enter customer number, execute.

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SAP

List Edit Goto Settings System Help

F150

FI Dunning

Change dunning notice Change master data Change texts

State of Arkansas Change dunning notices Time 13:23:51 Date 04/09/2003
 Little Rock Dunning run 04/09/2003/DONNA1 RFMAHN21/DCBOLANOS Page 1

AccTy	Account	CoCd	Clerk	Area	Dunn.lev.	Dunning block	T	Doc.no.	Year	Itm	Net due date	Arrers	Old dunLe	Dunn.lev.	Block	C	T	Doc. curr.	amount	Curr.
D	600000007	ARK			2															
16000000	2002	1	06/04/2002	309	1	2	X											29.00	USD	
16000001	2002	1	06/04/2002	309	1	2	X											29.00	USD	
16000002	2002	1	05/05/2002	339	1	2	X											12.00-	USD	
18000011	2002	1	06/04/2002	309	1	2	X											29.00	USD	
18000023	2002	1	05/05/2002	339	1	2	X											29.00-	USD	
18000037	2002	1	06/30/2002	283		1	X											106.63	USD	
18000038	2002	1	06/30/2002	283		1	X											106.63	USD	
18000345	2002	1	04/13/2002	361	1	2	X											5,000.00	USD	
18000751	2003	1	07/03/2002	280		1	X											8.73	USD	
* Tot																			5,267.99	USD
** To																				USD

End of the 1

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Highlight and double click the item to be blocked/changed or click the Change dunning notice icon.

SAP

List Edit Goto Settings System Help

FI Dunning

Change dunning notice Change master data Change texts

State of Arkansas Change dunning notices Time 13:23:51 Date 04/09/2003
 Little Rock Dunning run 04/09/2003/DONNA1 RFMAHN21/DCBOLANOS Page 1

Change dunning notice

Dunning notice header

A	Acct/contract	CoCd	Dunning clerk	Dunning area	Dunning l...	Dunn. block
D	6000000007	ARK			2	

Dunning line items

Co...	Document ...	Fis...	Li...	Net due date	Net ...	O...	D...	D...	P...	Amount in DC	Curr.
ARK	18000345	2002	1	04/13/2002	361	1	2	A		5,000.00	USD
ARK	18000751	2003	1	07/03/2002	280		1			8.73	USD

Select the possible entries icon to choose a dunning block reason, click Copy.

Copy Check dunning notice

F150 sapgas OVR

List Edit Goto Settings System Help

FI Dunning

State of Arkansas Change dunning notices Time 13:25:10 Date 04/09/2003
 Little Rock Dunning run 04/09/2003/DONNA1 RFMAHN21/DCBOLANOS Page 1

AccTy	Account	CoCd	Clerk	Area	Dunn.lev.	Dunning block	T	Doc.no.	Year	Itm	Net due date	Arrers	Old dunn	e Dunn.lev.	Block	C	T	Doc. curr.	amount	Curr.
D	600000007	ARK			2															
16000000	2002	1	06/04/2002	309	1	2	X											29.00	USD	
16000001	2002	1	06/04/2002	309	1	2	X											29.00	USD	
16000002	2002	1	05/05/2002	339	1	2	X											12.00-	USD	
18000011	2002	1	06/04/2002	309	1	2	X											29.00	USD	
18000023	2002	1	05/05/2002	339	1	2	X											29.00-	USD	
18000037	2002	1	06/30/2002	283		1	X											106.63	USD	
18000038	2002	1	06/30/2002	283			X											106.63	USD	
18000345	2002	1	04/13/2002	361	1	2	X											5,000.00	USD	
18000751	2003	1	07/03/2002	280		1	X											8.73	USD	
* Tot																		5,267.99	USD	
** To																		5,267.99	USD	

End of the list

Green arrow back to the initial screen.

F150 sapgas OVR

SAP

Dunning notices Edit Goto Extras Environment System Help

F150

Dunning

Change Dunning printout Sample printout Individ.dunn.notice Dunn.history Log Dunning list

Run on 04/09/2003

Identification DONNA1

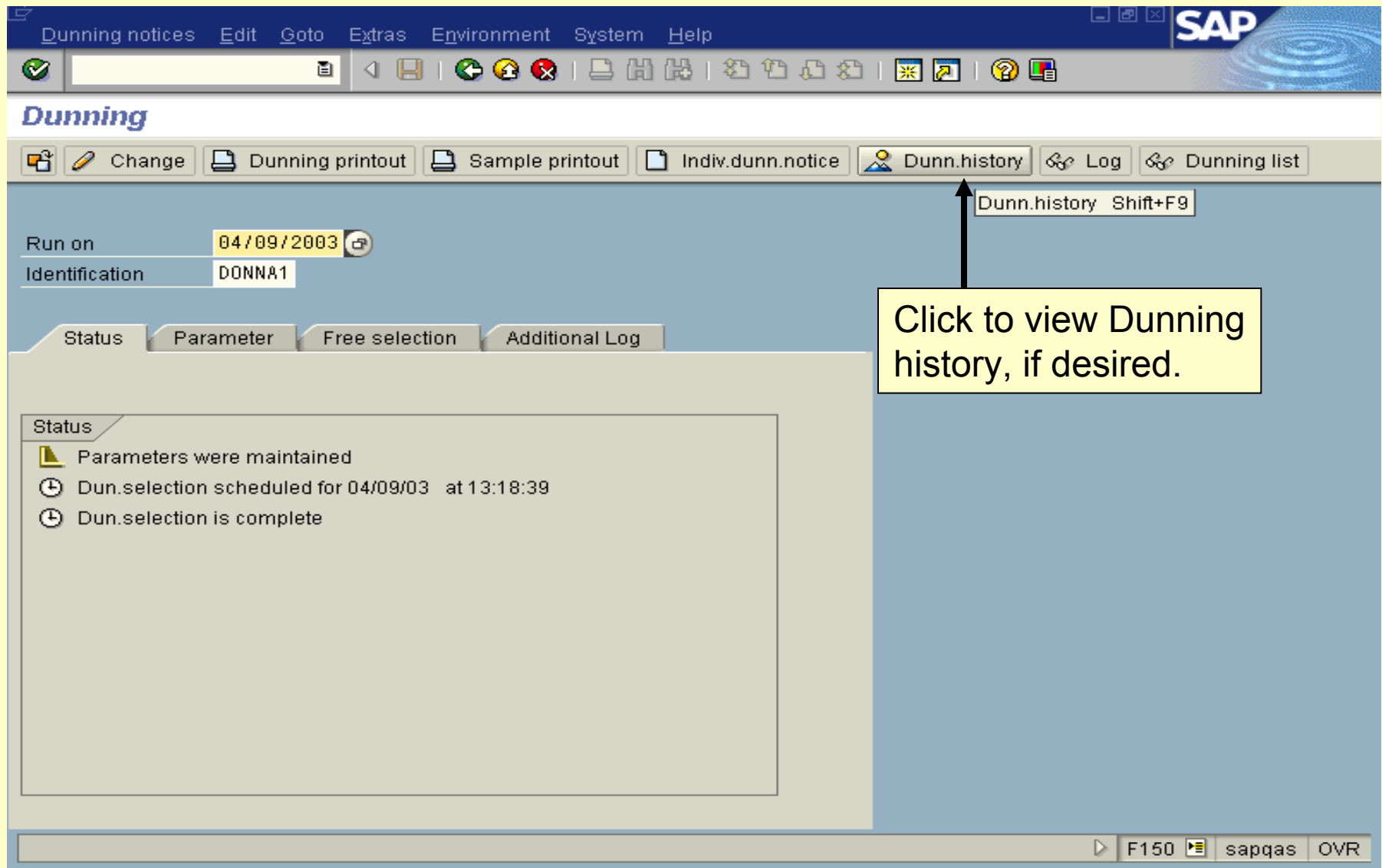
Status Parameter Free selection Additional Log

Status

- Parameters were maintained
- Dun.selection scheduled for 04/09/03 at 13:18:39
- Dun.selection is complete
- Dunn.notices were changed

Note Status box has been updated to indicate change.

F150 sapgas OVR



Dunning

Run on 04/09/2003

Identification DONNA1

Status Parameter Free selection Additional Log

Status

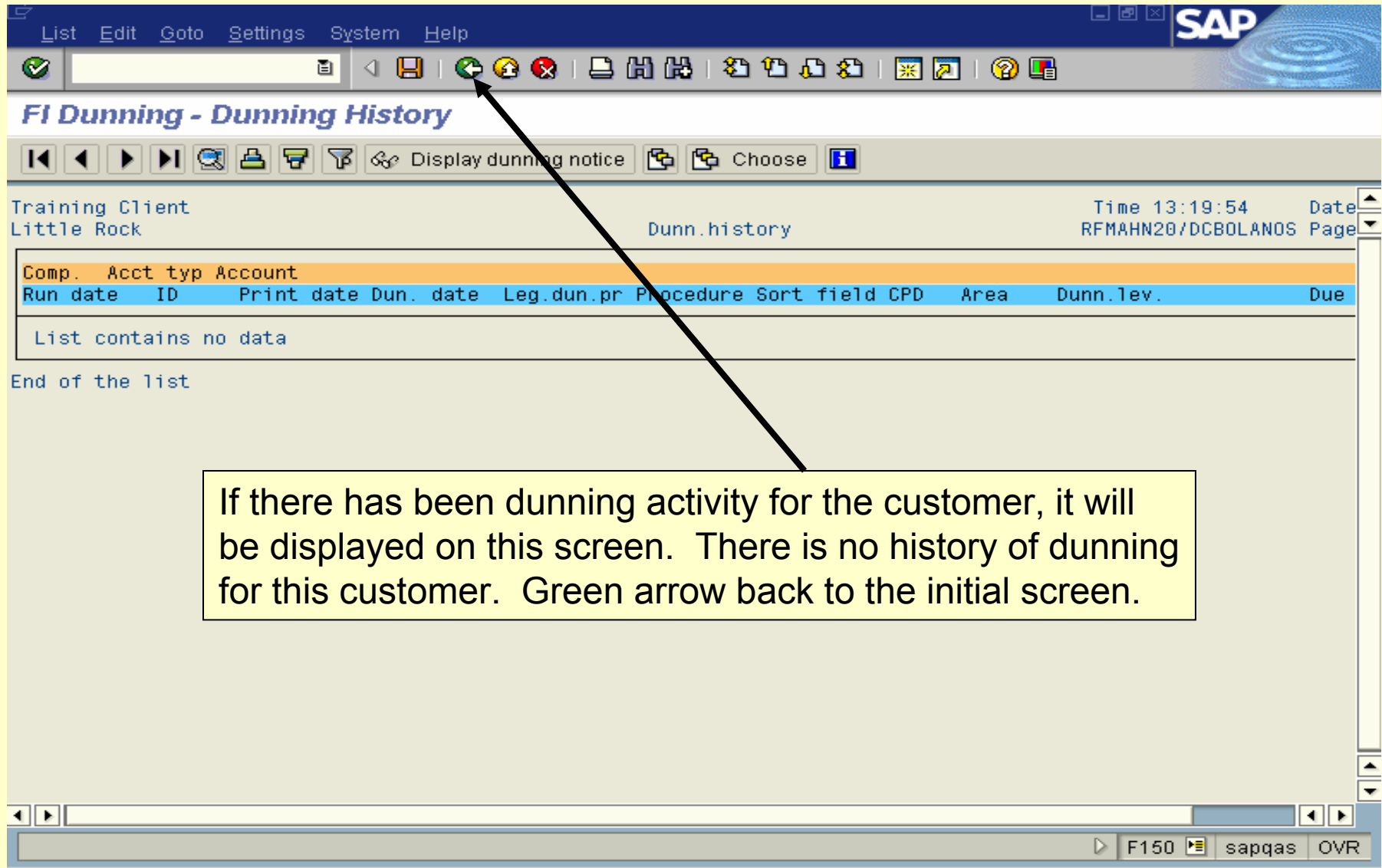
- Parameters were maintained
- Dun.selection scheduled for 04/09/03 at 13:18:39
- Dun.selection is complete

Click to view Dunning history, if desired.

F150 sapgas OVR

Program Edit Goto System Help

FI Dunning - Dunning History



FI Dunning - Dunning History

Training Client Little Rock

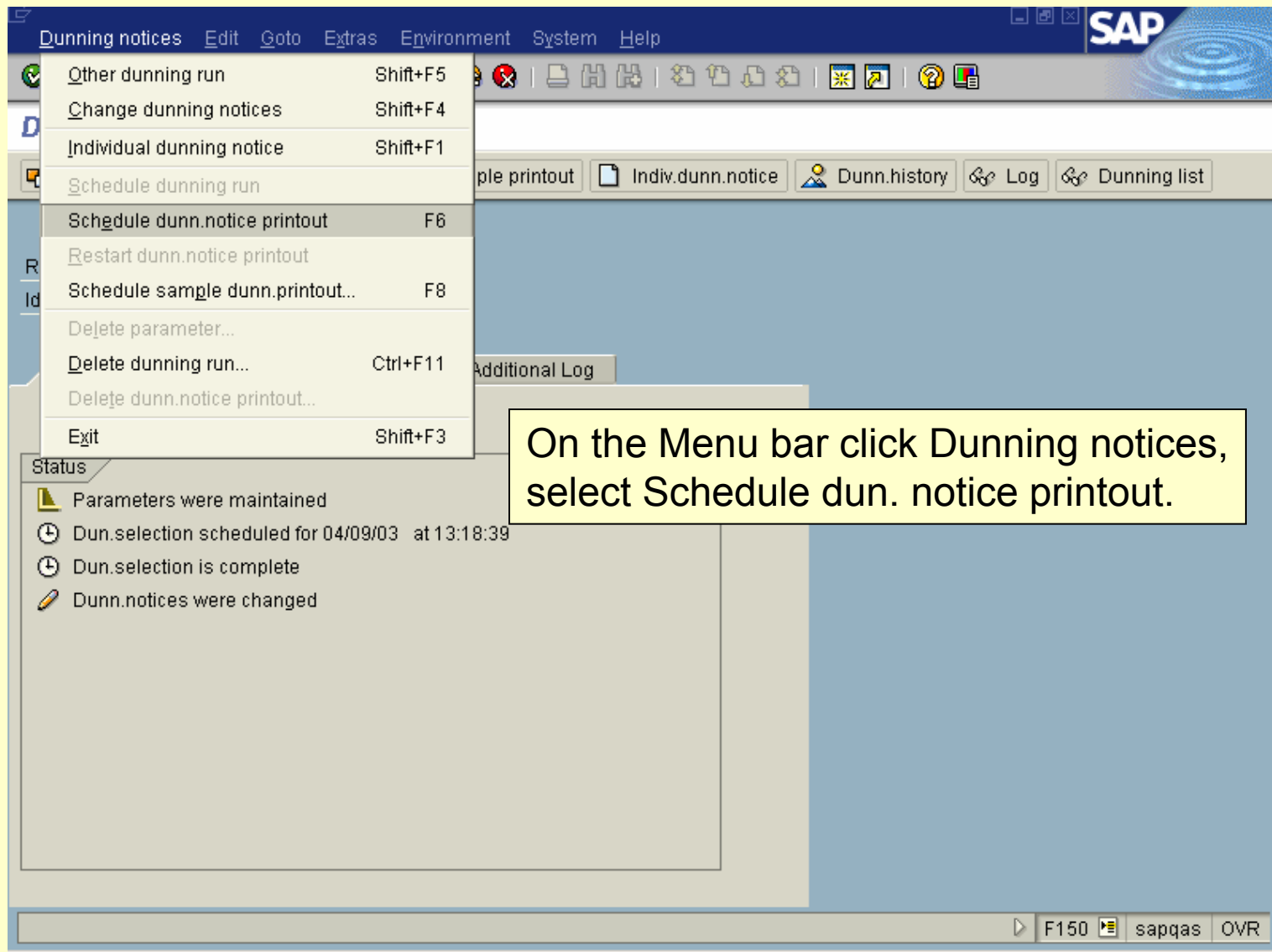
Dunn.history

Time 13:19:54 Date RFMAHN20/DCBOLANOS

Comp.	Acct typ	Account	Run date	ID	Print date	Dun. date	Leg.dun.pr	Procedure	Sort field	CPD	Area	Dunn.lev.	Due
List contains no data													

End of the list

If there has been dunning activity for the customer, it will be displayed on this screen. There is no history of dunning for this customer. Green arrow back to the initial screen.



SAP

Dunning notices Edit Goto Extras Environment System Help

F150

Dunning

Change Dunning printout Sample printout Individ.dunn.notice Dunn.history Log Dunning list

Run on 04/09/2003

Identification DONNA1

Status Parameter Free selection Additional Log

Status

- Parameters were maintained
- Dun.selection scheduled for 04/09/03 at 13:18:39
- Dun.selection is complete
- Dunn.notices were changed

Output Parameters:

Output device ascV

Continue Cancel

F150 sapgas OVR

Pop-up will appear, type in Output device (printer) where notices will print, click Continue.

SAP

Dunning notices Edit Goto Extras Environment System Help

Dunning

Change Dunning printout Sample printout Individ.dunn.notice Dunn.history Log Dunning list

Run on 04/09/2003
Identification DONNA1

Status Parameter Free selection Additional Log

Schedule Print

Job parameters

Start date 04/09/2003
Start time 00:00:00
Start immediately ☒
Targ.computer

Printout

OutputDevice ascV

Print Cancel

Enter Start date, Start time or click Start immediately, and Output Device. Click Print.

F150 sapgas OVR



SAP

Dunning notices Edit Goto Extras Environment System Help

Dunning

Sample printout Indiv.dunn.notice Dunn.history Log Dunning list

Run on 04/09/2003

Identification DONNA1

Status Parameter Free selection Additional Log

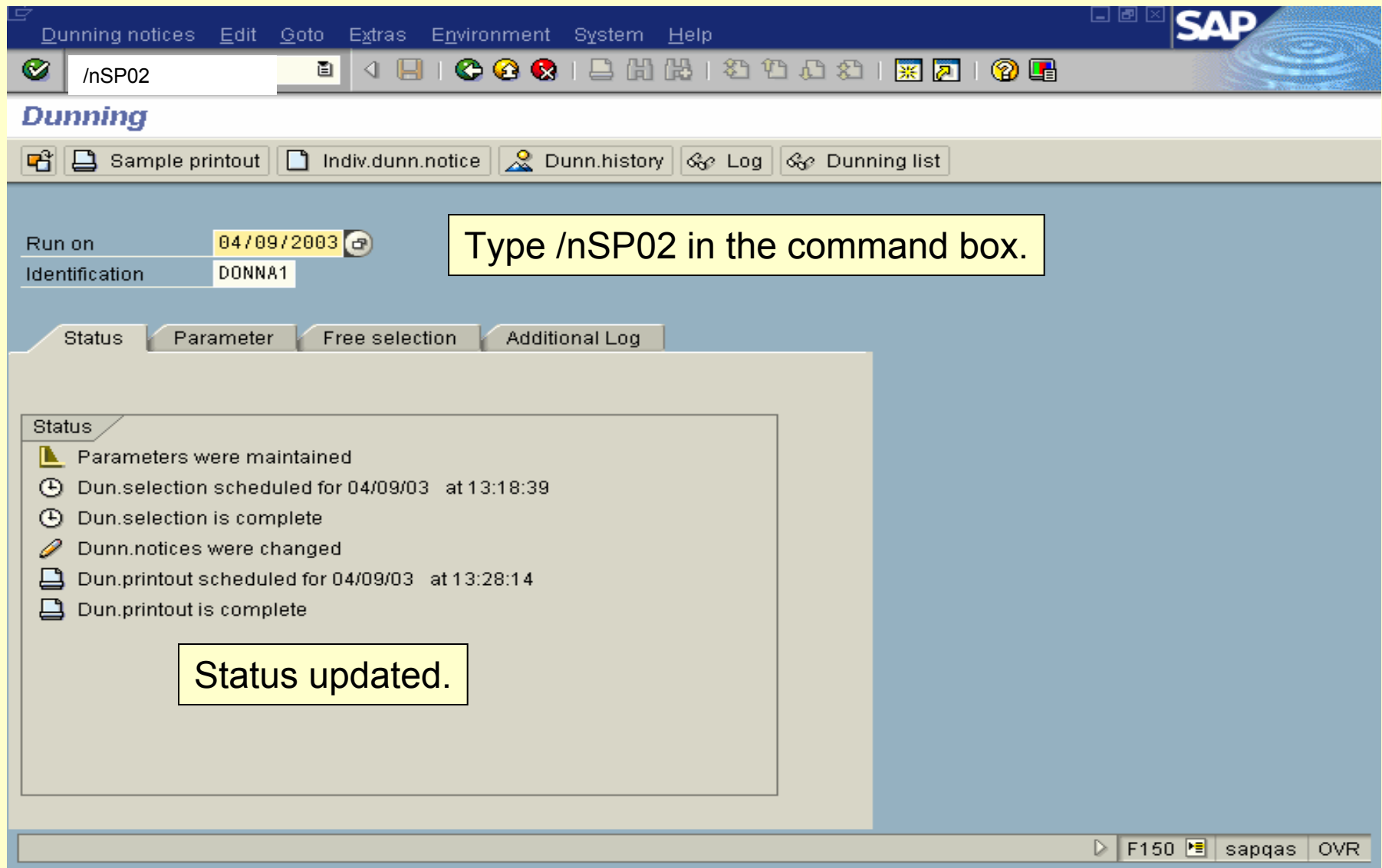
Status

- Parameters were maintained
- Dun.selection scheduled for 04/09/03 at 13:18:39
- Dun.selection is complete
- Dunn.notices were changed
- Dun.printout scheduled for 04/09/03 at 13:28:14
- Dun.printout Running

Note updated status, press enter.

Dunning job F150-20030409-DONNA1-3 was scheduled successfully

F150 sapgas OVR



The screenshot shows the SAP Dunning transaction /nSP02. The command box at the top contains the text `/nSP02`. The main area displays the 'Status' tab, which lists the following updates:

- Parameters were maintained
- Dun.selection scheduled for 04/09/03 at 13:18:39
- Dun.selection is complete
- Dunn.notices were changed
- Dun.printout scheduled for 04/09/03 at 13:28:14
- Dun.printout is complete

A yellow box highlights the text 'Status updated.' within the status list.

A yellow box at the top right of the main area contains the text: 'Type /nSP02 in the command box.'

Spool request Edit Goto Utilities Settings System Help

Output Controller: List of Spool Requests

1 Spool request displayed
=====

Spool no.	Date	Time	Status	Pages	Title
<input checked="" type="checkbox"/> 10110	04/09/2003	13:28	Waiting	1	LIST1S DONNA1030409

1 Spool req. being proc.

Click to check box and click printer.

Output requests created SP02 sapgas OVR

SAP

Spool request Edit Goto Utilities Settings System Help

Output Controller: List of Spool Requests

Spool no.	Date	Time	Status	Pages	Title
<input checked="" type="checkbox"/> 10110	04/09/2003	13:28	Compl.	1	LIST1S DONNA1030409

1 Spool request displyed
=====

1 Spool requests completed


Press enter until the Status is Compl.

SP02 sapqas OVR



Text Edit Goto System Help

Print Preview for AS05 Page 00001 of 00004

 **ARKANSAS DEPARTMENT OF HUMAN SERVICES**
Accounts Receivable
P O Box 1437
Little Rock AR 72203-1437

PAST DUE

Clark Cable
222 Lineman Avenue
LITTLE ROCK AR 72204

Customer: 600000020
Date: 05/13/2003

T E S T P R I N T

Dear Sir or Madam,

The invoice(s) listed below are now past due. If this amount has been paid, please contact this office so we can resolve this matter.

If the amount has not been paid, please remit to the address below immediately.


Failure to pay this account in full or make other payment arrangements may result in additional fees being added to your account

SP02 sapgas OVR



Text Edit Goto System Help

Print Preview for AS05 Page 00002 of 00004



DEPARTMENT OF PARKS AND TOURISM
1 Capitol Mall
Room 4A-900
Little Rock, AR 72201

PAST DUE

Clark Cable
222 Lineman Avenue
LITTLE ROCK AR 72204

Customer: 600000020
Date: 05/13/2003

Accounts Receivable

Date	Invoice Number	Reason Code Description	Due Date	Amount
06/17/2002	18000284		07/17/2002	33.00
06/16/2002	18000221		07/16/2002	22.95
06/15/2002	18000160		07/15/2002	49.00
10/01/2002	14000103		10/01/2002	99.00-
Total Amount due				10,552.76

SP02 sapqas OVR